



March 16, 2009

IVHInsights

NEWS FROM PERSONNEL SERVICES

by Dennis Mack

DAS – HRE offers the *Iowa Benefits* web-based system, which allows employees enrolled in Wellmark plans to make changes online and forego the paper form for most changes. During the annual enrollment & change period, you can go online and make changes to your benefits. This allows more efficient & accurate information in the payroll system and in Wellmark's Membership system. You can login and review your benefits. To access *Iowa Benefits*: <http://www.das.hre.iowa.gov/benefits.html>. Click on *Iowa Benefits* in the middle of the page. Login ID is your first name & first letter of your last name & the last four digits of your social security number, i.e. John Smith's Login ID might be johnS3333, the initial password is your Social Security Number. Give it a try, & contact IVH Personnel Office if you have any questions.



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Commandant's Corner

Governor Culver recently announced that I will not be re-appointed to serve as Commandant of the Iowa Veterans Home. My last day with the Iowa Veterans Home will be May 1.

I have been honored to serve in this role for the last four years and am disappointed that I will not be able to continue. It has been a great pleasure to work with the many talented and dedicated staff at IVH.

Together, we have improved the care of residents, providing an environment of respect and dignity. In addition, we have secured nearly \$50 million in funding to further expand and improve IVH facilities.

I am confident the Governor's Office will assist in the transition and the naming of an interim Commandant to ensure the continuity of care for our residents. I am not currently aware of who that person will be, but I will

communicate this information with you as soon as it is made available.

I am looking forward to this new chapter of my life and appreciate your continued support.

Dan Steen



Photos submitted by Lisa Purvis

Pictured at top: Commandant Dan and Trish Steen
Pictured above: Steen with Deb DeJong and Dr. Bruhl;
Steen with resident Mike Bauman

News from the Capitol by Lisa Purvis

Last week was known as "funnel week" at the Iowa Legislature. Bills must be passed by at least one committee by the funnel week deadline of March 13 in order to be considered alive for the rest of the session. Bills presented by the Iowa Veterans Home include:

HF321 - A bill for an act exempting certain persons who transport members of the Iowa Veterans Home from the requirement to be licensed as a chauffeur.

HF505 - A bill for an act requiring record checks for persons who are prospective or current volunteers for the Iowa Veterans Home.

SF407 - A bill for an act relating to the rights and responsibilities of Iowa Veterans Home members.

Another bill that came up last week and was deferred for further consideration is **HSB270** – A study bill concerning the administration of veterans services in Iowa. This bill would restructure the manner in which services are provided to veterans not only at the Iowa Veterans Home but throughout the state of Iowa. We are closely monitoring this piece of legislation as it proposes changes to the qualifications for Commandant of the IVH.



Caring:
Our only reason for being

Heinz Hall Update by Susan Wilkinson

IVH offers a Community Re-entry Program to assist residents who desire transitioning back to the community and/or the workforce. Interested residents start by seeking out their social worker for information about services. Before returning to work or school the resident participates in the Living in Balance program, which provides a wide range of classes for a smoother transition back into the community. The resident may reside at IVH when starting employment and until such time money is saved & housing in the community of their choice is secured. The current program has been utilized since 2006. Over 15 residents, who successfully completed the program, live independently & are currently employed. Currently three veterans are participating in the program & several attend college at MCC.



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News from Continuous Improvement by Ann Hogle

2008 Quality of Life Resident Survey Results are Finalized

The results are in and tell a good story. 311 residents participated to provide this data. One-half of the 40 questions increased in resident satisfaction or stayed the same according to the results.

Twenty of the questions relate to what the IVH can do to support the resident's quality of life and 20 of the questions are about what the resident themselves can do to increase their own quality of life. There is an overall 83% satisfaction with the facility questions. When asked if IVH is the best place for them to be at this time in their life – 89% agreed that it is.

The lowest scoring question showed that 45% of those responding indicate they have difficulty dealing with the behaviors of other residents. Another lower

question indicated that 28% of those surveyed believe the rules of the facility are too controlling.

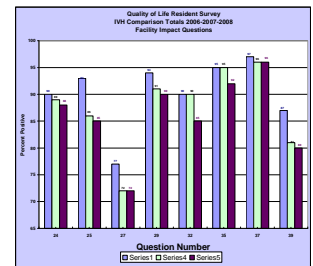
The highest scoring questions include a 96% satisfaction rate regarding cleanliness of the facility and 95% satisfaction with their spiritual needs being met.

Look at this – 94% of the 311 residents indicate positively that they receive the care and support they need to maintain their health.

The survey results are broken down by unit and some by question. Units have received their results and will be formalizing improvement initiatives based upon their specific results.

Four other states are in various stages of utilizing the IVH quality of life survey and database. Sharing this resource provides the opportunity to compare ourselves across the nation.

To request survey results give me a call, drop me a line, e-mail or voicemail.



Val in the Print Shop reminds us – stamps will increase 2 cents in May.

Attention AFSCME

LOCAL 2984 members, we are again accepting applications for a \$500.00 College scholarship. Qualifications: must be a child or grandchild of a current AFSCME LOCAL 2984 member & a senior in High School. Apps. are available from all LOCAL 2984 officers. Officer names found in AFSCME locked bulletin boards on main floor of each building.

Nursing Department Updates by Deb DeJong

Certified Nurses Day

March 19 is recognized by the American Nurses Association as Certified Nurses Day. This special day is to recognize nurses & the advancement of nursing professionalism & to higher standards & better outcomes in patient health.

The American Board of Nursing Specialties (ABNS) defines certification as, "the formal recognition of the specialized knowledge, skills, and experience demonstrated by the achievement of standards identified by a nursing specialty to promote optimal health outcomes." After meeting eligibility criteria including clinical experience and educational studies, a nurse achieves a nationally recognized credential through

successful completion of a rigorous examination. IVH has a number of nurses who completed the certification process:

- Gerontological Nursing: Michael Ahrens, Cindy Zahnd, Kathy Drey, Mary Flack, Laurene Garvis, Laura Haugen, Sonia Freeman, Nancy Myers, Roberta Olson and Jo Ann Smith.
- Rehabilitative Nursing: Lori Reed
- Psychiatric/Mental Health Nursing: Terry Gruetzmacher, Marilyn Melick and Denise Sowards
- Hospice and Palliative Nursing: Ruth Roelsgard
- Medical-Surgical Nursing: Bobbi Jo Paige

American Diabetes Association "Sounds the Alert" on March 24th – the 21st Annual American Diabetes Alert® Day Diabetes has become the greatest public health crisis of the next quarter century. The American Diabetes Association (ADA) is issuing an urgent call-to-action for Americans to find out their risk for type 2 diabetes. 6 million Americans have diabetes, but don't even know it. Another 57 million Americans have pre-diabetes, placing them at increased risk for developing type 2 diabetes. ADA encourages people who are overweight, physically inactive, and over the age of 45 years to take the Diabetes Risk Test, which requires you to answer simple questions about weight, age, family history & other potential risk factors. You will find out if you are at low, moderate, or high risk for pre-diabetes or diabetes. The test is available in English and Spanish by calling the Association at 1-800-DIABETES (1-800-342-2383) or by visiting www.diabetes.org/alert. Often, type 2 diabetes only becomes evident when people develop one or more of its serious complications, such as heart disease, stroke, kidney disease, eye damage, or nerve damage that can lead to amputations. Visit the website above for more details on this article.

Facility Improvements *by Kathy Shannon*

Facilities Management has updated the galley area in Sheeler 2 East by installing new cabinets, sink and ice machine. Abatement of tile in the Sheeler basement storage room across from ABM has also been completed and the new tile installed. ABM is currently moving furniture and other items into the room for ease of access.



Heinz Hall received cabinets & fresh paint to give the galley a fresh crisp look. New electrical outlets were installed and vending machines were relocated. Air flow in the Information Technology was increased to maintain a cooler atmosphere for the servers. Return air ducts were relocated behind the servers to draw the heat from the servers, and room temperature is monitored to determine if relocating existing cooling ductwork will be necessary as well. Loftus public restroom repair is completed & is now back online. The Rehabilitation Services office furniture was relocated to increase daylight and available space in the area. Stop in and check it out, it looks great!

Tech Tips *by Rob Buchwald*

As you may know, currently at IVH we are using Microsoft Office Professional 2003; however, we will be transitioning to the use of Microsoft Office Professional 2007 sometime within the next year.

Although many of the functions of the software remain unchanged, the look and feel is quite different. Most users will feel somewhat uncomfortable when they begin using the software. IVH IT staff will be conducting training on the software prior to the change.

In the meantime, I am pleased to announce that all IVH employees will soon be provided with the opportunity to purchase (there is a fulfillment charge of \$20.95), a licensed copy of Microsoft Office Professional 2007 (including Outlook, Excel, Word, Power Point, Publisher and Access) to install and use on your home computer. **(Please note this offer is at your own expense).**

So, for those of you with home computers who are interested in taking a proactive approach to this change by using some of your personal time and effort, this opportunity will allow you to become familiar with the software at your own pace prior to the time you must begin using the software here at IVH.

More Information will be distributed to all IVH employees in the near future providing all the necessary details regarding this offer and links to additional resources.

We trust you will enjoy this benefit.

RESIDENT AND FAMILY SERVICES

by Randy Inhelder

March is National Professional Social Work Month. The White House officially recognized the month in 1984; the theme that year was "Listen to the Children". This year's theme is "Social Work: Purpose and Possibility". People who become social workers believe there are no limits to human potential and use their talents to help others create better lives for themselves and their families. It is a profession of hope, grounded in practical problem solving expertise. At IVH, social workers routinely use their skills to help others solve problems, whether those others are residents, colleagues or families. Working with the aged is a setting you will find social workers, but most frequently practice areas are mental health (37%), child welfare/family (13%), health, (13%), and then aging (9%). The Department of Veterans Affairs – the largest employer of social workers in the country – employs more than 6,000 social workers to assist veterans and their families with individual and family counseling, client education, end of life planning, substance abuse treatment, crisis intervention, and other services.



IVH Website Calendar

Submit your event information on the IVH website calendar. Its quick and easy and the calendar is available to staff, residents, and the community. Log on to www.iowaveteranshome.org and click on "Calendar" to begin.

Upcoming Events

Day	Date	Time	Event	Location
Wed	3/18	12p-1p	Promoting Involvement in Meaningful Activity (0.1 CEU)	Ford Conf. Rm
Tues	3/24	10a-1p	Real Committee Chili Cook Off	Malloy LRC
Thu	4/9	9a-3p	IVH/ABM Employee Blood Drive	Malloy LRC

Announcements

A HUGE THANK YOU to staff and residents for everything while I was in the hospital. Thank you for phone calls, prayers, words of encouragement, flowers, plants, gift certificates, fruit, cards, chocolates and for just being the wonderful people that you are. I am truly honored to have friends and co-workers like you – I wouldn't trade you for the world!! Please know that I am coming back to work part-time for now and will gradually work up to running music groups again. Please stop by when you get a chance – I've missed you all! Kim Marsh, Music Therapist

A BIG thank you to the anonymous individual who sent us good wishes and chocolates for Social Work month. We appreciate the recognition. Thanks again!! IVH Social Workers

IVH/ABM Employee Blood Drive

Employee blood drive is April 9, 9 AM to 3 PM in the Malloy LRC. In October staff donated: 37 - whole blood, 6 double red cells & 6 first-time donors - total collected: 49 units. We helped over 168 Iowa hospital patients. To donate on 4/09, cannot donate blood after 2/12/09. Participants will be in a drawing - \$25 Wal-Mart gift card.

Jerry's Barnyard Needs Your Help

We are looking for staff to bring in their animals on Thursday, May 14 for Jerry's Barnyard. We will be setting up from 7:30 AM to 8:30 AM and closing down at 2 PM. If you are interested in helping out or have questions, call Linda Fisher at ext. 417 or Kathy Mason at ext. 258.

Denise Halm reports she is home after a week's stay at Iowa Methodist and doing better. Cards may be sent to her at Box 97, Haverhill, 50120.

We are starting our 4th year of the Iowa Veterans Home golf league. The American Legion golf course allows us to play nine holes of golf with a cart for \$20.00 dollars. Any employee and any family member of the employee can play in this league. The league costs \$25.00 dollars to join. If you are interested in playing contact David Winjum at ext. 419.

Budget Department Update *by Greg Wright*

Who reviews the finances at IVH?

1. Annually, we are audited by the State Auditors Office. They primarily review internal controls, our operating and construction budget expenditures and revenues. Since fiscal year 1999, when I was hired as the Iowa Veterans Home Business Manager, our audit report has not been sighted for any significant audit findings related to our financial operations. The State Auditor's Office spent over 933 hours last year in the review of our operation and issuing a report.
2. The U.S. Department of Veterans Administration annually reviews our entire operation from direct care to many non-direct care areas, which includes financial operations. We have not had any reportable financial findings for a very long time.
3. DHS-Medicaid reviews our financial billings and recordkeeping of the residents' funds. The last audit they completed was for April 1, 2007 - October 31, 2008. Out of the nearly \$40 million that was received from that time period, only \$3,800 needed to be paid back for timing corrections. That is awesome!
4. Department of Administrative Services State Accounting Enterprise, Legislative Services Agency and Department of Management review our spending, financial reports and budgeting on an on-going basis.
5. Our Commission (Board) is given financial reports quarterly and relevant issues are brought to their attention.

The Iowa Veterans Home is very proud of the fact that the oversight agencies listed above have not cited us for any deficiencies in our contracting, payroll and other financial reporting requirements. Once saying this, these oversight agencies do not look at 100% of all transactions; rather, they put their reliance upon the agency's internal controls. I would be hard pressed to state that we do everything perfectly, but oversight agencies have been comfortable with the internal controls that management has put in place to ensure transactions follow state and federal rules along with contractual and other purchasing requirements.

Feel free to contact me about this article or to suggest future article topics from the Business area.